

Car Repair Laws

Essential Question: What should the consumer know about law regarding car repairs?

DIRECTIONS: Using the word bank below, fill in the blanks. For help, check out the following links:

<http://www.atg.wa.gov/consumer/cars/autorepr.shtml>

<http://www.ftc.gov/bcp/online/pubs/autos/autorpr.htm>

WORD BANK

invoice	estimate	additional charge
repair facility	guarantee	service fees
warranties	receipt	
service contracts	tune-up	

1. A _____ is a document that verifies car repair modifications, replacement services, materials or defects in workmanship.
2. When your car is being worked on, you receive an _____, stating the work done, costs involved, fees charged, and location of damage. Parts and labor charges should be included.
3. When you take your car to a _____, you will pay to have your car diagnosed, worked on, and is a place that focuses on the business of auto repair.
4. _____ come in all different forms and cover an assortment of different car repairs. It also can have limitations including mileage, deductibles, business authorizations, and special procedures.
5. When you take your car in for repairs, it can be diagnosed, and an _____ should be given to outline the work, costs, and fees that will be included.

Short Answer Questions:

1. List the four customer rights for auto repairs.

2. What information should be placed on an auto repair invoice?
3. List and describe the three classifications of car parts.
4. Summarize the tips for finding a reputable repair shop.
5. You have had your car repaired, but the results are not satisfactory. Explain the steps the consumer could take to resolve this problem.